



Transportation Security Administration

IMPORTANT NOTICE REGARDING TWIC CARDS WITH MISSING FINGERPRINT INFORMATION

June 18, 2014

Problem Description:

The Transportation Security Administration (TSA) has identified that there were some Transportation Worker Identification Credentials (TWICs) recently produced without the fingerprint template files. Workers holding these cards who need to prove their identity by a biometric match will not be able to do so until their card is replaced. TSA will replace improperly produced cards at no cost to the card holder.

TWICs issued with missing fingerprint files are authentic, valid cards and should be accepted as such until replaced at the request of the card holder. Affected cards function with TWIC readers except for the capability to biometrically confirm identity.

Identifying Cards with Missing Fingerprint Files:

Only TWICs produced with expiration dates of “**2019MAY22**” through, and including, “**2019MAY30**” are among the impacted cards and may potentially lack the fingerprint file. Cards with expiration dates before May 22, 2019 or after May 30, 2019 are not affected by this problem.

To determine if a specific card is affected:

- Step 1: Check the expiration date printed on a face of the card. If the card expires on or within the above dates proceed to Step 2.
- Step 2: Compare the card’s Agency Serial Number (ASN) printed on the back of the card to the list of ASNs of affected cards accompanying this notice. The ASN is the 8-digit number printed on the bottom left side of the back of the card. The location of the ASN is shown in the illustration below.
- Step 3: If the ASN matches one of the ASNs on the list of affected cards, then the card is missing the fingerprint file.

Obtaining a Replacement Card:

Card holders who were issued a card without the fingerprint file should contact the UES Call Center at 1-855-DHS-UES1 (855-347-8371) Monday through Friday, 8AM to 10PM Eastern to arrange for a free replacement card. Tell the Customer Service Representative that your card is missing the fingerprint file and provide the card’s ASN. The Representative will assist you in obtaining a replacement card.

